

Message: RE: Invalid Client SSNs

✉ RE: Invalid Client SSNs

From Kraft, Emily **Date** Tuesday, March 7, 2017 8:04 AM
To 'Crystal Gilliland'
Cc Schott, Kyle

Hi Crystal – I'm working with ITSD on how to best update these, because even I don't have access to edit those on my end. I'll keep you updated when I know more.

From: Crystal Gilliland [mailto:cgilliland@ccsomo.org]
Sent: Monday, March 06, 2017 4:20 PM
To: Kraft, Emily
Subject: RE: Invalid Client SSNs

Emily,

Upon enrolling the existing clients into the new database, we had only the last 4 of the social security numbers from the intake of the clients you have listed below. I am working on obtaining copies of all social security cards; however, it will not allow me to go back into the system and update the social security numbers. I have three clients ready to update but it will not allow it to be changed.

Crystal Gilliland
Support Coordinator/Case Manager
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From: K Schott [mailto:kschott@ccsomo.org]
Sent: Monday, March 06, 2017 11:21 AM
To: Crystal Gilliland
Subject: FW: Invalid Client SSNs

From: Kraft, Emily [mailto:
Sent: Monday, March 06, 2017 11:01 AM
To: Schott, Kyle
Subject: FW: Invalid Client SSNs

Hi Kyle,

I was checking out some of the data in the new A2A system, and it appears that one of your case managers, Crystal Gilliland, has entered invalid SSNs for several clients who are assigned to her. The database uses SSNs to verify that clients are not enrolled in the A2A program through other providers, so it is extremely important that case managers use the correct SSN for each client. If she needs to assist her clients with obtaining SSN cards in order to obtain the correct SSN, please have her do so. The clients who have incorrect SSNs in the system are as follows:

Client First	Client Last	CM First	CM Last	Contractor
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri
[REDACTED]	[REDACTED]	Crystal	Gilliland	Catholic Charities of Southern Missouri

Thanks,

Emily Kraft

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